



Household Pollutant Collection Facility Annual Report 2023

Prepared By:

STORMWATER MAINTENANCE AND OPERATIONS

Public Works Department

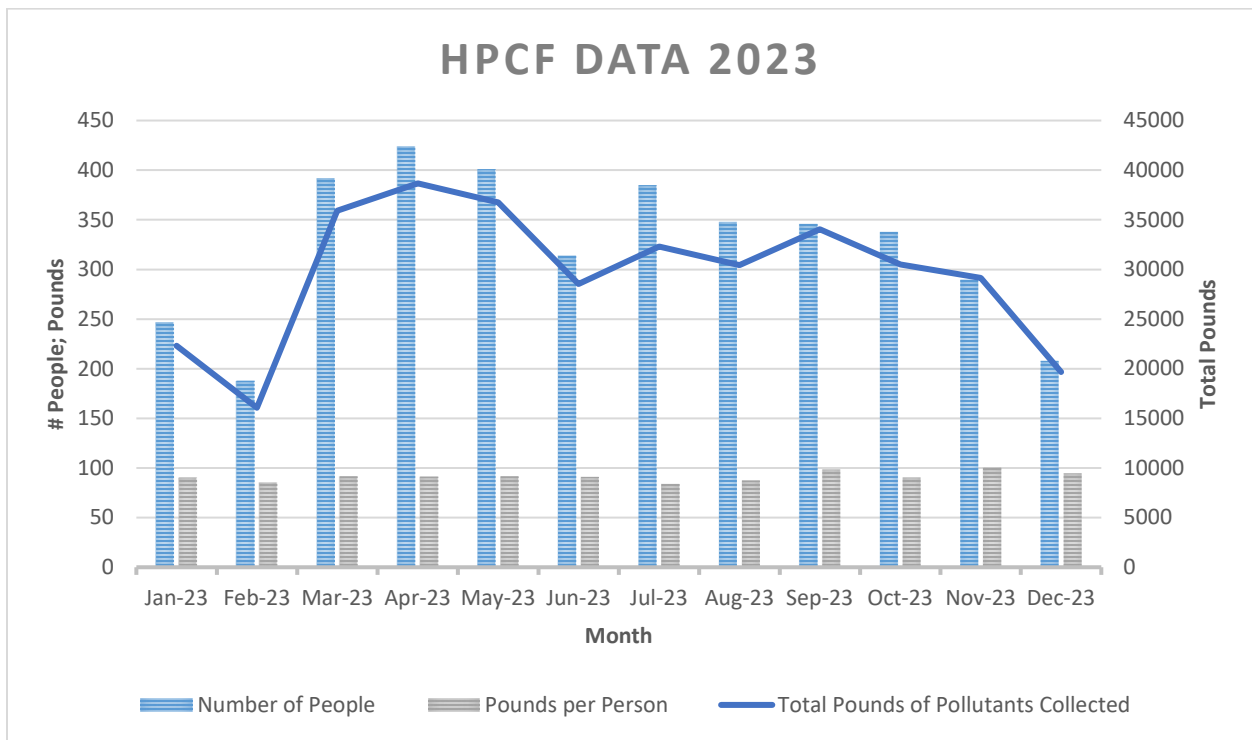
January 24, 2024



Household Pollutant Collection Facility

Annual Report 2023

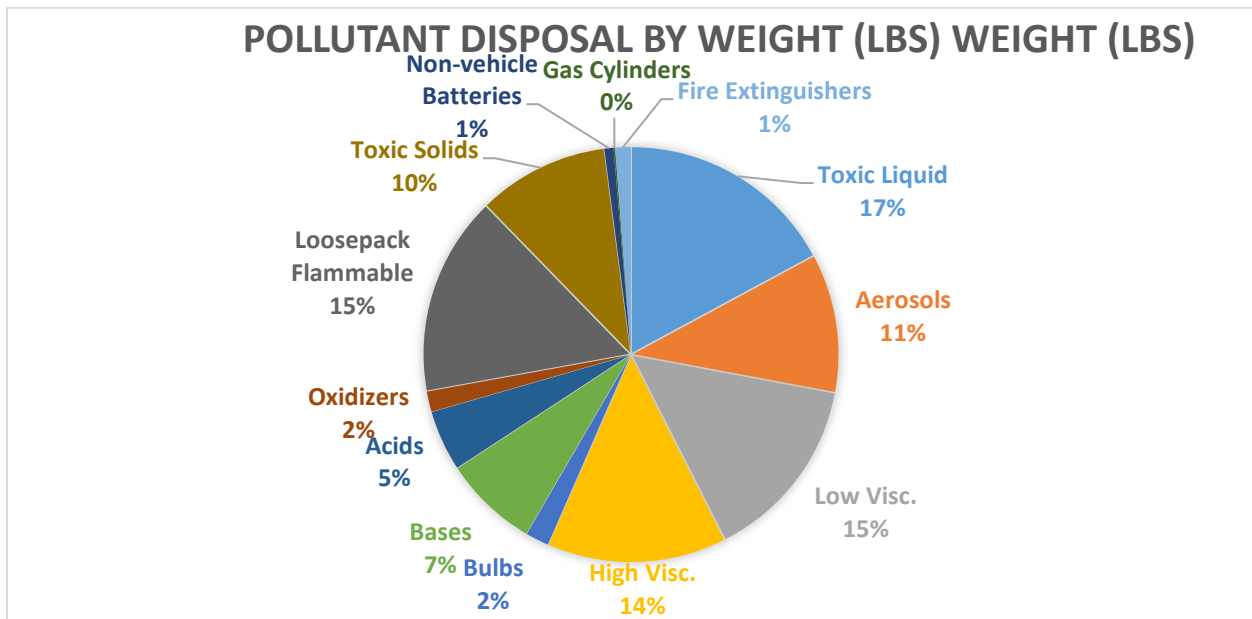
This report summarizes the 2023 operations of the City of Tulsa Household Pollutant Collection Facility (HPCF). The goal of this facility is the collection of household generated hazardous waste in an effort to reduce the amount of pollutants discarded in household drains, storm sewer systems, or landfills, and to improve the environmental quality of the land and water in the City of Tulsa. The Household Pollutant Collection Facility is a joint project of three City of Tulsa Department/Divisions (Solid Waste, Water, and Stormwater). After obtaining a permit from the Oklahoma Department of Environmental Quality (ODEQ), the Household Pollutant Collection Facility opened on January 6, 2016 and we are happy to celebrate 8 years of successful and safe operations serving the citizens of Tulsa and surrounding communities. This year, totals continued their slight declines for both customers and total poundage with 3,881 customers and 354,382 lbs. While down slightly from prior years, both of these numbers are a strong testament to the high demand in these services to the public. See below chart for month-to-month customer and poundage trends:



Customers: The Household Pollutant Collection Facility served 3,881 customers in 2023, a slight decrease from the previous year. Customer participation from surrounding communities also slightly declined with 678 customers (2.4% decrease). Citizens from many miles away continue to hear about the HPCF and travel long distances to properly dispose of their unwanted household chemicals. See appendices for maps of customer locations. Citizens of Tulsa still made up the great majority of customers at about 83% of participants. There is a strong disparity between the avg weight brought in by Tulsa citizens, 96 lbs. and Metropolitan Environmental Trust (Met) member citizens, 64 lbs. This is largely due to the Met voucher program only paying for 45 lbs. of pollutants. The number of customers from other municipalities can be seen below.

Tulsa – 3,203	Sand Springs – 30	Claremore – 15
Broken Arrow—271	Bixby – 61	Glenpool—25
Owasso—80	Collinsville—22	Sapulpa - 12
Jenks—93	Tulsa County – 9	Coweta—8
		Other—52

Pollutants Collected: As previously stated, 354,382 lbs. of household pollutants from 3,881 customers were properly disposed of through the Household Pollutant Collection Facility. This equates to on average 91 lbs. per customer, which is about 3 times the national disposal average of 28 lbs. per customer. Compared to 2022, the HPCF collected slightly less pounds of pollutants (- 17,893 lbs., 4.8% decrease) from slightly fewer customers (- 182 customers, 4.5% decrease). The most abundantly disposed of pollutant through our disposal contractor was low viscous flammable liquids, which accounted for 15% of the total pollutant weight disposed. Other materials included aerosols (cans of spray paint and stains), toxic solids (granular fertilizers and pesticides), flammable materials, oxidizers (bleach), acids (cleaners), bases (soaps and drain cleaners), NiCad batteries, and fluorescent light bulbs.



Other wastestreams included:

- 145,160 lbs. of latex paint (*Latex paint disposal contractor changed midyear resulting in several lost records)
- 2,025 gallons of used oil
- 600 gallons of antifreeze
- 6,862 lbs. of batteries
- 194 ga. of cooking oil and grease
- 3,040 lbs. of recycled goods (cardboard and plastics primarily)
- 2,458 lbs. of small electronics

The HPCF also repurposed some of the used oil with its used oil heater, which supplemented other sources of heat in the HPCF through the winter.

Promotion and Advertising: The HPCF continues to be promoted to the citizens of Tulsa through radio, social media, streaming ads, and billboards as well. Stormwater Quality promoted this Facility at staffed events such as the Home and Garden Show and State Fair. The [HPCF General Brochure](#) and the [Disposal of Non-Accepted Items](#) were handed out at many public events. The website for the facility www.cityoftulsa.org/resourcerecovery and the Stormwater Quality website www.tulsastreams.com still appear to be the most common source of information on the facility to citizens.

Maps have also been created to help guide advertising, specifically looking to target areas of Tulsa with low participation rates. See appendixes.

Various promotional products were also given away at various events. These included fridge magnets, chip clips, and branded tote bags. In total more than 2,500 of these items were given away to remind the public about the facility and provide important contact information and address on each item.

City of Tulsa Gov
December 16, 2023

Reduce waste by shopping for free at our Swap Shop at the Household Pollutant Collection Facility! Available items include household cleaners, fertilizers, motor oil, and more.

Located at 4502 S. Galveston Ave, Open Wednesdays & Saturdays, 8 a.m. - 11:30 a.m., Noon - 4:30 p.m.

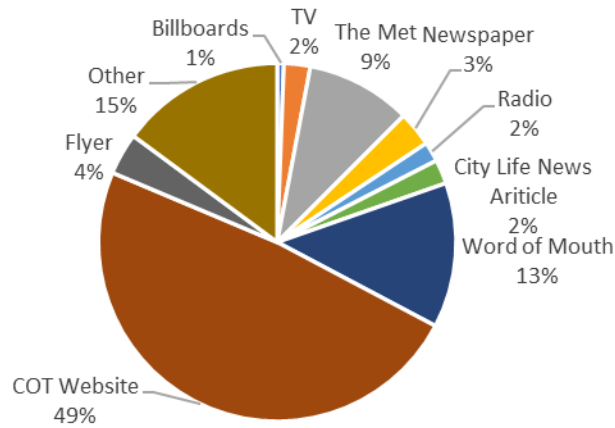
Take up to 5 items for FREE with a signed customer agreement. For more information, visit cityoftulsa.org/swapshop.

Check out the Household Pollutant Collection Facility SWAP SHOP

4502 S. GALVESTON AVE.
Wednesdays & Saturdays
8 a.m. - 11:30 a.m.
Noon - 4:30 p.m.

Save Our Streams | City of Tulsa
A New Kind of Energy.

How did you hear about the Household Pollutant Collection Program?



The media consultant Byers Creative continued to be the marketing and advertising agency for the HPCF. They purchased and ran ads utilizing the below methods. Compared to previous years, it appears advertising for the Facility was dramatically less than before. This will be rectified in the coming year. Byers continued to have personnel turnover which may have accounted for this lapse in robust advertising. This is perhaps a reason for the decline in customers and weight during this year. Other groups including the City of Tulsa’s Solid Waste Division also educate citizens on where they can dispose of household chemicals properly which protects the solid waste and recycling process.

Media	Impressions	Reach	Cost	Other Details
Transit Shelter Ads	16,128,000		\$6,157.80	3 shelter ads for 12 months - HPCF
Pandora	19,955	13,272 and Listen-through rate of 98%	\$588.54	2/1/23 - 2/28/23 - HHP Swap Shop
Spotify	107,430	27561	\$497.24	2/1/23 - 2/28/23 - HHP Swap Shop
Total	16,255,385		\$7,243.58	

Swap Shop: In the Swap Shop new or lightly used household chemicals are available to citizens for use rather than the City paying to dispose of them. This allows the product to be used for what it was manufactured for, reduces the overall disposal cost, and is popular with the public. During the previous year the Swap Shop was relocated and renovated to a more prominent place in the Facility with increased square footage for inventories, better lighting, and accessibility. The Swap Shop originally was opened in March of 2017 and this aspect of the HPCF has come a long way toward improving its appearance and experience for citizens since then. When customers bring goods into the HPCF for disposal, they are asked if they are interested in taking up to 7 items home with them from the Swap Shop, including a free promotional bag branded with HPCF info. Throughout the course of 2023, 3,998 items were logged into the Swap Shop. One hundred and two customers signed waivers upon taking

things from the Swap Shop, totaling over 8,976 lbs. of products. Despite the slightly lower overall citizen participation in the HPCF, the Swap Shop aspect of the Facility set records in both customer totals and poundage and continues to show how word has traveled that the Facility is a great place to “shop” for products without having to bring anything for disposal. All of these metrics reflect a cost-savings to the City of Tulsa instead of paying for the disposal of these products. See photo below of some particularly bare shelves after a busy week in the Swap Shop:

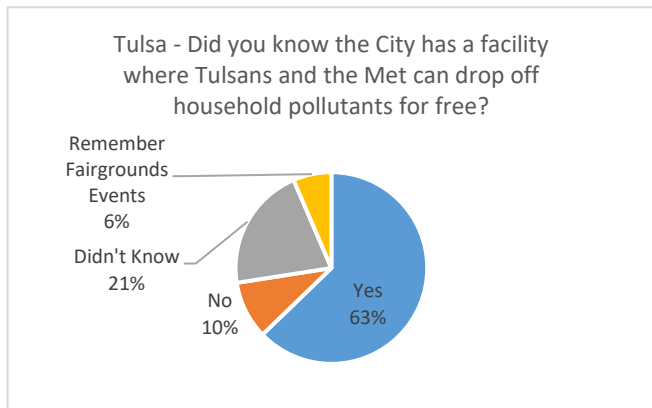
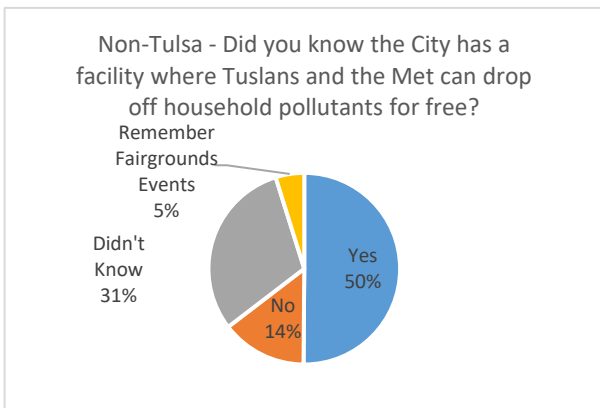


Before

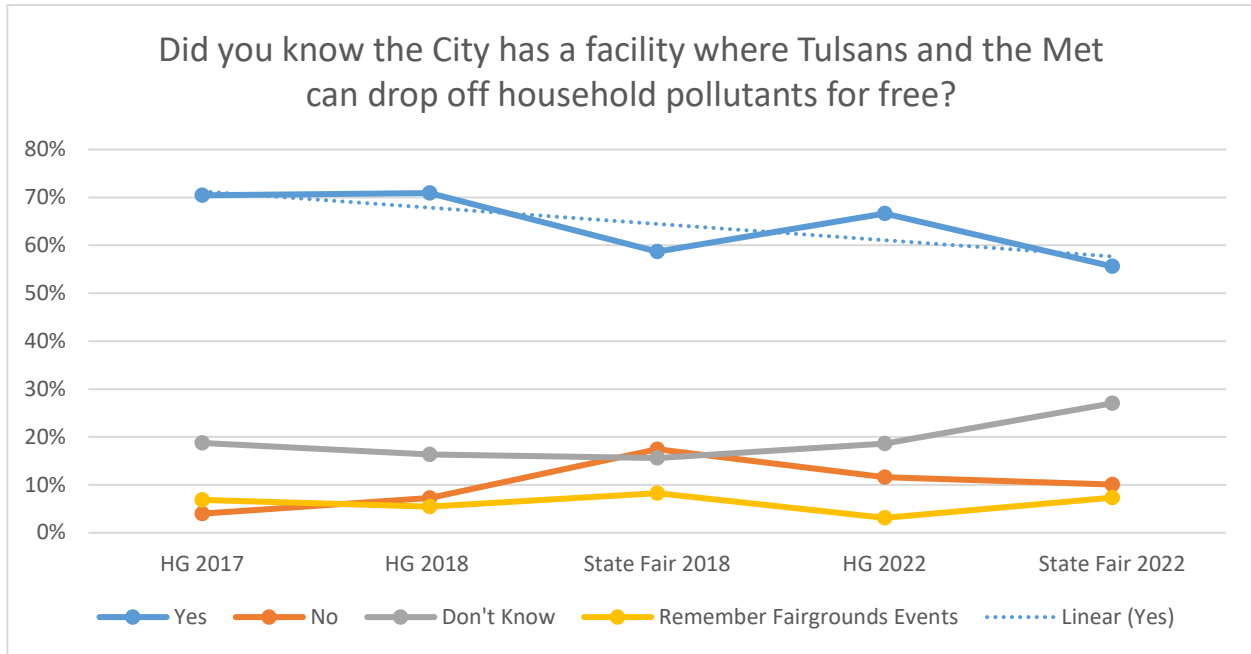


After

Customer Surveys: Fewer surveys were completed this year, but of those that did, citizens are still overwhelmingly pleased with their service. They have noted that staff is friendly and helpful and enjoy short wait times. In the past, surveys have shown that vehicles are bringing in multiple households in one load. In addition to information gathered at the HPCF, during other large events like the Tulsa State Fair and Home and Garden Show, surveys were used to gauge how aware attendees were of the HPCF, and it appears there is still much room for education and outreach on the services this facility offers, but generally Tulsans were more aware of the Facility than non-Tulsans.



The below graph shows another worrying survey result from our HG (Home and Garden Show) and State Fair events. It shows that Tulsa citizens awareness of the HHP has declined since 2017.



Staffing: The facility was open 104 days of 2023. The labor hours for the facility were shared among the Solid Waste and the Stormwater funds. Solid Waste added two additional full-time employees in early 2019 in anticipation of increased traffic due to the acceptance of latex paint. In 2023 the facility was staffed by one employee from the Tulsa Land Reclamation Site (TLRS funded by Solid Waste, Stormwater, and Water Dept) on Wed. and Sat., one Stormwater Quality employee (Wed. and Sat.), and two full-time Solid Waste employees managed by Stormwater Quality on both Wed. and Sat.. Any vacancy or leave of the above-mentioned employees was filled by a Stormwater Quality employee. The hourly breakdown is as follows:

Work Group	Scheduled Hours	Actual Hours
TLRS	832	603.5
Solid Waste Employees	1,664	1,448.6
Stormwater Quality	832	1,275.9

In addition to normal staffing, many hours were spent by the Stormwater Quality group to assist in preparing for and executing each of the contractor pickups and supply drop-offs which cannot occur on Wed. or Sat. due to servicing customers.

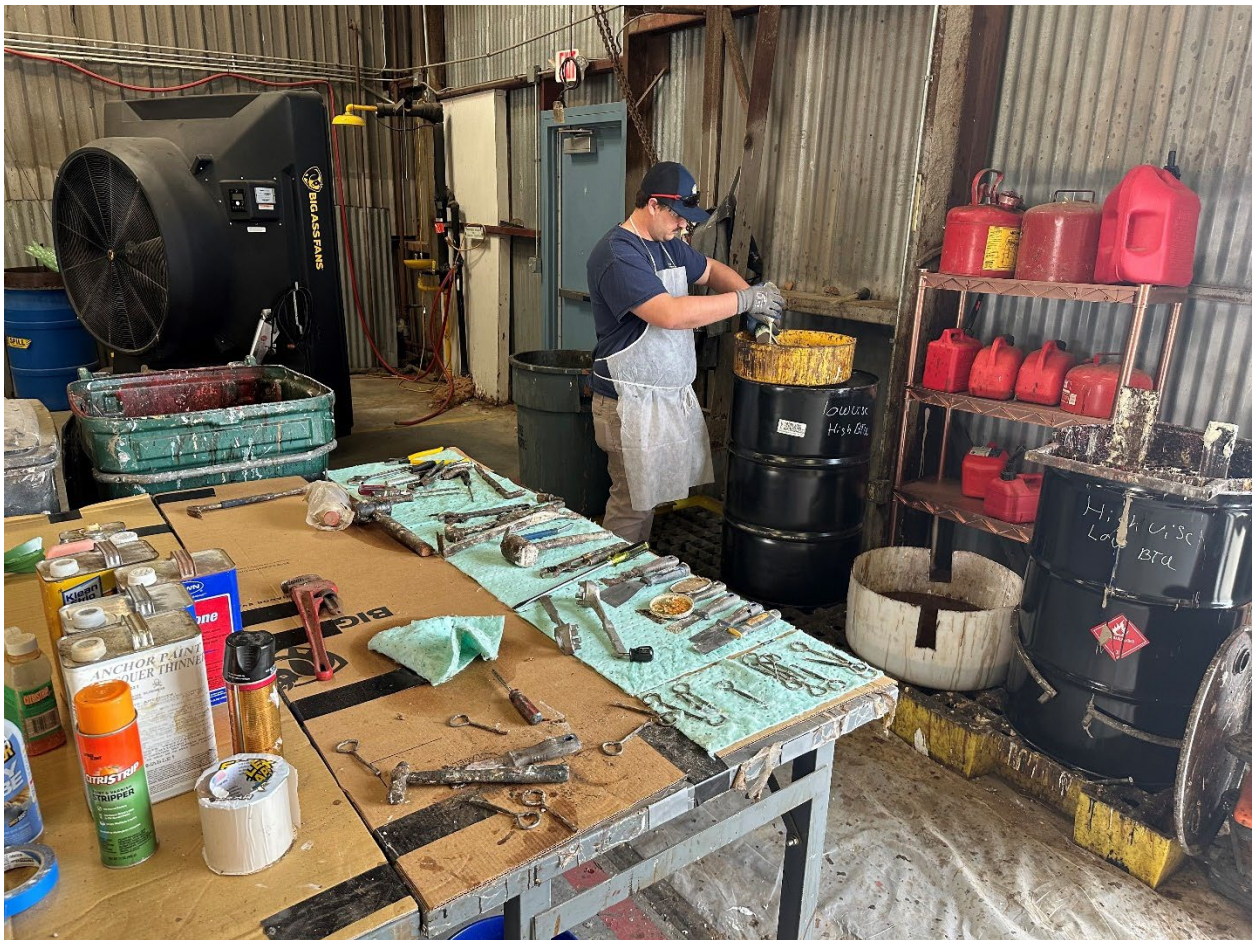
Incoming Revenue: The HPCF received revenue through battery sales and services to non-Tulsa residents (both Met and non-Met communities). Compared to 2022, revenues decreased slightly in almost every category.

Revenue Source	Amount
Met	\$24,560.00
Sapulpa	\$480.00
Batteries	\$811.81
Customer Payments	\$30,276.23
Total	\$56,128.04

Year in Review, Future Plans and Concerns: The trend of homeowners stuck at their residence cleaning out their homes and garages and bringing record participation and poundage to the HPCF during the pandemic appears to have expired. It has been discussed for some time that there might come a point when the customers and pounds taken might plateau or remain largely consistent from year-to-year. Looking to the future, several large facility renovation plans have been discussed. This work could include maintaining a more consistent temperature in the building (insulation and heat/air system), adding fencing and new gates to section off other Division operations from the public, and adding/reconfiguration of water and sewer lines to the Facility. Since this facility has been opened, it has been supervised by the Compliance and Enforcement Supervisor in Stormwater Quality. For the FY 25 budget, a request has been submitted for a supervisor specifically for this facility. This has been a known need for some time to handle some customer interactions as well directly oversee facility budget, maintenance, and repairs. With the timing of increased duties by the Compliance and Enforcement Supervisor with the new Stormwater Discharge Permit, including the requirement to open the facility two weekdays and at least a part-day on the weekend, this has facilitated the need for another full-time employee/supervisor for the facility.

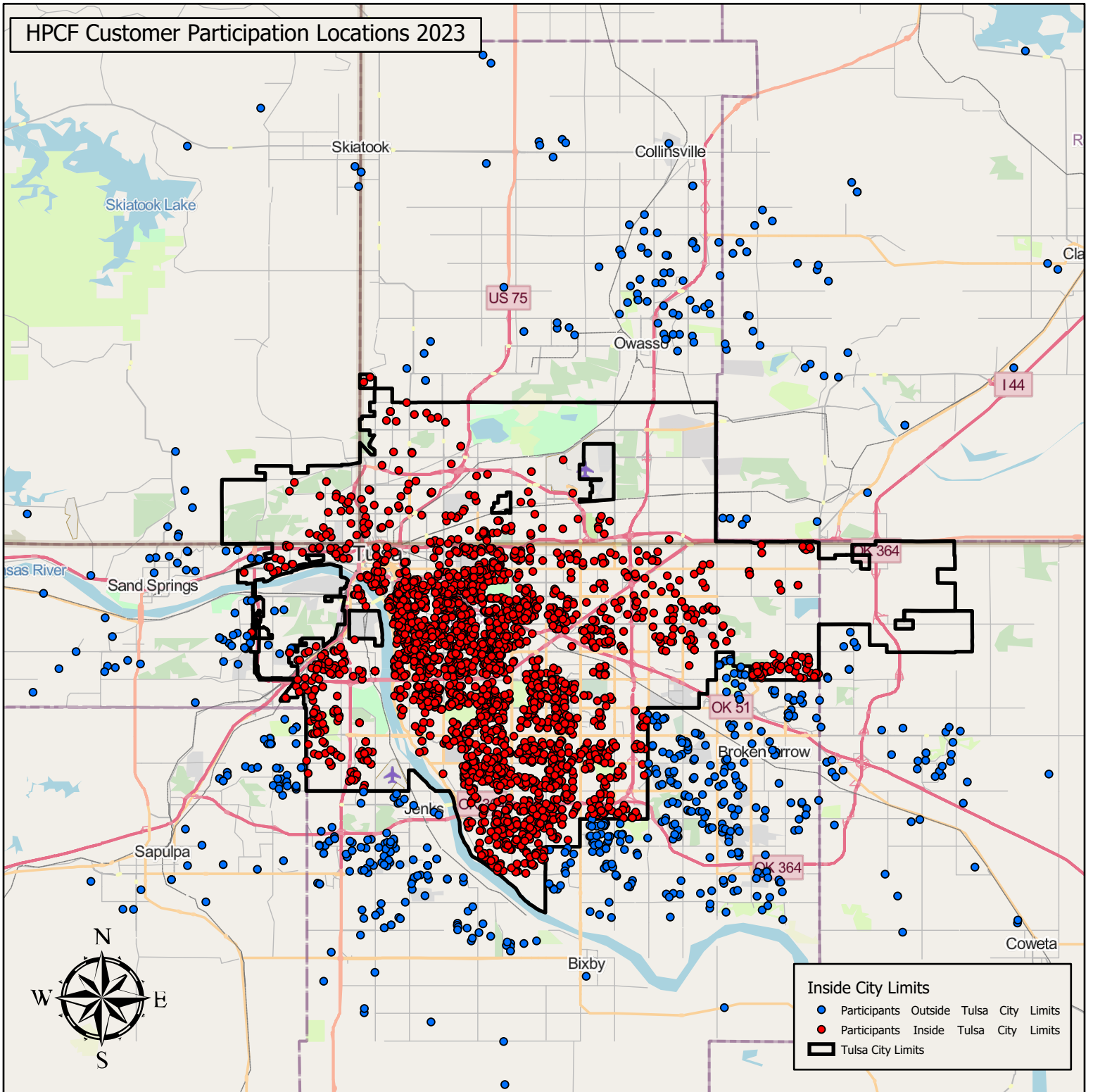


In Summary: The HPCF operations continued its high level of customer service with good levels of participation and poundage collected. It continues to be shown how necessary and important the need for citizens to have a year-round safe and convenient disposal facility for household chemicals. The Swap Shop set another record level for pounds taken. Unfortunately, advertising appears to have slipped significantly this year. As shown in the results from surveys and citizen utilization, this needs to be more robust to reverse the recent trends of slightly declining participation. As stated in previous reports, some major facility renovation projects have been identified, with overall hopes of increasing ease of services to the public and convenience. This includes a reconfigured entry and exit, climate controlled building, and adding water and sewer utilities to the building. Facility workers continued to excel in their work and will attend trainings and workshops to maintain safe knowledgeable service and disposal of household pollutants. The facility will continually look to ways to improve customer service and provide efficient and proper disposal of household pollutants.

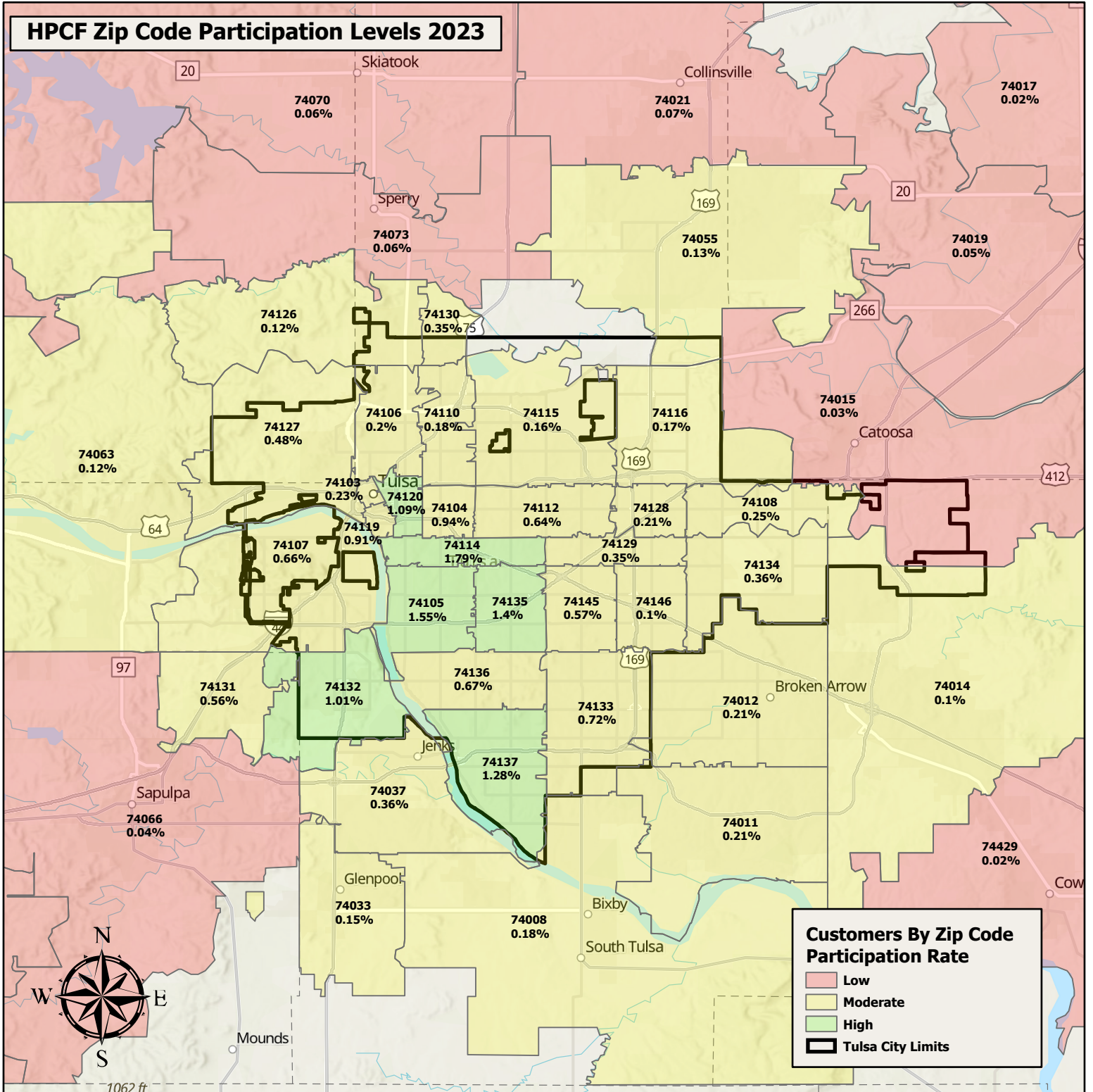




HPCF Customer Participation Locations 2023



HPCF Zip Code Participation Levels 2023



1062 ft

Esri, NASA, NGA, USGS, City of Tulsa, Texas Parks & Wildlife, Esri, TomTom, Garmin, SafeGraph, FAO, METI/NASA, USGS, EPA, NPS, USFWS